Business Community

START

Identify a request for service requirement and complete DFRC 69 (RFS)

Submit RFS to BIS Team for review

Modify RFS

BIS Team

Review RFS

Approve? (See Note 1) — Yes / No

Return RFS to Business Community for modification

Process and forward to DIS

Business Information Systems (BIS), See Appendix A, Request for Service (RFS) Support

Dryden Flight Research Center
DCP-X-026
Revision: A

Objectives:
-to ensure configuration management in the change control process for requesting programming support.
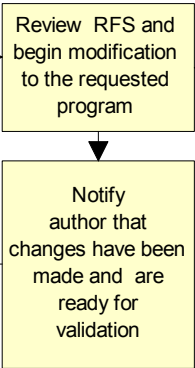
Electronically Approved by:
Associate Director

Note 1

When a Request for Service (RFS) is approved, it is recorded in the Worklog. The RFS is given a unique number (example: D-99-00092). The RFS number identifies the following information:
- the application requiring changes (e.g. D for DARTS)
-the fiscal year it was created (e.g. 99)
-a one-up number (e.g. 00092)

A hard copy and an electronic copy of the RFS are kept in the Worklog Binder for the appropriate fiscal year.

Distributed Information System (DIS)

Review RFS and begin modification to the requested program

Notify author that changes have been made and are ready for validation

Validate changes in test environment

Validation successful? — No / Yes

Notify DIS that changes have been approved

Move to production

Close RFS and file original

END

Notify BIS Team that changes are now in production

Dryden Flight Research Center (DFRC)

Business Information Systems Management

1. Introduction

This document describes the process established for managing the development, modification and support of business systems at NASA Dryden Flight Research Center (DFRC). These systems are utilized to support ongoing operations in Codes C, CF, CR, A, H, E, J, and the Logistics Office of Code FM.

2. Background

The Integrated Administrative Information Systems (IAIS) Project Team was established in Fiscal Year 1996 to insure that Information Technology (IT) support required to operate the DFRC Business Information Systems (BIS) would be available after DFRC was separated from Ames Research Center (ARC) and reestablished as a separate Center. The DFRC Business Systems include Budget, Core Financial, Procurement, Property Management, Travel, Payroll, Time & Labor, Security, EEO, and Facility Management. The IT support includes desktop computers and peripherals, Local Area Networking (LAN), Wide Area Network (WAN), and computer capacity sufficient to properly execute the BIS applications.

The IAIS Project Team transferred and converted the mainframe applications from the ARC mainframes to the NASA ADP Consolidation Center (NACC) mainframes at Marshall Space Flight Center (MSFC) at Huntsville, AL. At the same time the DFRC financial applications were converted from the ARC COAD application to the MSFC MARTS application.

After the Project was complete, the Project Team and the Project Manager recommended that the Team transition from a business systems conversion role to a process administration-coordination role tasked with ensuring smooth and continuous support for BIS across all Center organizations involved in business operations. DFRC management adopted this recommendation and the BIS Team was established.

3. Management Approach

The BIS Team is a matrix organization with team members assigned from the user and support groups to ensure coordination across all appropriate Center business organizations.

3.1. BIS Team Roles and Responsibilities

The BIS Team consists of a Team Leader, appointed by Center Management and assigned to Code X, a Deputy Team Leader matrixed from Code C, functional representatives from the business organizations, technical support staff, and representatives from the Office of the CIO and the Information Systems Branch (Code

FI). This Team meets on a periodic basis to coordinate and track various business systems support activities.

3.2. BIS Team Leader

The Dryden Associate Director will appoint the BIS Team Leader, who reports to the Dryden Associate Director.

- Provides BIS Team leadership and management oversight.
- Ensures the maintenance / operational status of all BIS applications (e.g. DARTS, TADS, DARPAS, etc.).
- Leads all BIS Team meetings and teleconferences.
- Coordinates the formulation and execution of the Center's BIS Systems annual budget.
- Resolves all BIS Team personnel related issues.

3.3. BIS Team Deputy

The DFRC CFO, with BIS Team Leader concurrence, appoints the BIS Team Deputy. The BIS Team Deputy reports to the BIS Team Leader for all BIS related tasks.

- Acts as the BIS team leader in his / her absence.
- Coordinates the DFRC resources, as needed, to resolve technical issues within DFRC and with the NACC.
- Coordinates, prepares, and submits the DFRC required Request for Service (RFS), or DFRC 69.
- Updates the information contained in Appendix A (BIS Personnel) as changes occur.
- Coordinates the identification and documentation of BIS Customer functional requirements.
- Coordinates communications between the DFRC BIS Team, BIS Customers and the Distributed Information Systems (DIS) Applications Team Lead.
- Participates in any Daily Stand Up Teleconferences to discuss any issues or problems affecting services at the DFRC or the NACC.

3.4. BIS Technical Team Lead

The DFRC CFO, with BIS Team Leader concurrence, appoints the BIS Technical Team Lead. The BIS Technical Team Lead reports to the BIS Team Leader for all BIS related tasks.

- Provides group leadership for the BIS Technical Team
- Acts at the technical monitor for the contractor support of BIS.
- Acts as a contracting officer (credit card holder) for BIS purchases.
- Acts as NACC Project Team Member representing DFRC interests and concerns.
- Coordinates resolution of IT issues, both internal and external to DFRC, related to BIS hardware, software, and applicable services (LAN/WAN, telephony, etc.).

3.5.   BIS Customers

- Provides BIS team representative for their functional area.
- Provides functional requirements to the BIS Team
- Participates in discussions to resolve conflicting requirements

3.6.   Functional Points of Contact (POC)

The manager in each functional area will appoint their respective BIS Team POC. The Functional POC reports to their respective office management.

- Acts as a communications liaison between the BIS team and their respective functional area (e.g. Logistics, Payroll, etc.).
- Relates function area requirements to the BIS team.
- Participates in solving BIS issues / problems and in communicating resolutions to their functional areas.

3.7.   CIO Representative

The CIO will appoint the BIS Team CIO Representative. The CIO Representative reports to the CIO.

- Acts as primary liaison between the BIS Team and the Office of the CIO.
- Coordinates with the BIS Team to insure appropriate security is maintained for the all BIS applications.
- Reviews proposed BIS hardware and software modifications for their impact on security and CIO standards.

3.8.   Code FI Representative

Code FI Management will appoint the BIS Team Code FI Representative. The Code FI Representative reports to Code FI Management.

- Acts as primary liaison between the BIS Team and Code FI
- Helps coordinate planned outages affecting the DFRC access to both internal and external systems as services (communications, electrical, IT, etc.).
- Provides a local point of contact to provide physical assistance for the remote administration of communications components located at the DFRC and administered externally.

3.9.   The Computer Access Control System (CACS) Administrator

- Coordinates with the DFRC Data Owners to implement user Ids, passwords, and access levels for the DFRC BIS using DFRC 24.
- Coordinates issues with the DFRC Data Owners related to granting and revoking of access to the DFRC BIS.
- Validates and maintains the accuracy and integrity of the DFRC CACS data.
- Acts as a NACC Project Team Member representing DFRC interests and concerns.

4. Processes

The processes described below are the processes performed uniquely by the BIS Team, not the day to-day business processes performed by the BIS Users.

4.1. Budget

The BIS Team Leader manages the budget for DFRC business systems support. This budget includes monies for Center-wide business systems support and monies for NACC support. The BIS budget is formulated and executed as part of the overall Center Budget formulation and execution process.

4.2. Technology Refreshment

The BIS Team is responsible for recommending and implementing technology refreshment to its customers. Examples of technology refreshment can range from communications software upgrades on the desktop, installing new workstations and servers, modifying business applications software, or implementing new Agency-wide systems (e.g. IFMP).

4.3. Projects

In addition to large-scale, long-term applications and operations, the BIS Team supports project specific activities. Given its matrix composition, establishing a team for a limited duration project is very commonplace for the BIS Team. BIS is also called upon to support IT projects that affect all of DFRC, such as the Integrated Financial Management Project (IFMP).

Another recent project specific activity was the BIS Team's role in assisting with the implementation and functional testing of DFRC's new network security architecture. All BIS users needed to be quickly identified and prioritized by function. This was a critical step in distributing SecurID's and providing training to the BIS user community.

4.4. Resolve Conflicting Requirements

The BIS Team meets regularly on a biweekly basis to discuss current topics and to resolve any issues or conflicting requirements. The BIS Team, however, can meet at any time to address critical items that cannot wait until the next scheduled BIS Team meeting.

If satisfying a requirement for one Office presents a conflict for another Office's business operations, the BIS Team will take the initiative to resolve the conflict. All affected parties and stakeholders will be involved in the decision; this is consistent with the "team approach" employed daily by the BIS Team. Although the BIS Team Leader has the final authority, it is up to the Team to provide the analysis, brainstorming, research, and recommendations needed to resolve any conflicting solutions.

While the BIS Team's primary customers are in the functional business areas, the team is aware that both functional and technical requirements exist across the Center and are at times in conflict. The team will attempt to balance functional and technical requirements and endeavor to resolve conflicts in such a way as to allow all affected areas to meet deadlines and milestone.

4.5. Emergency Response

The BIS Team, acting in either a liaison or oversight capacity, can quickly relay outage notification to the functional user community and/or to the technical support team, making either group aware of an emergency situation.

The BIS Team relies heavily upon focal points within the functional user community. The focal points disseminate critical information about the emergency (e.g. an unplanned outage) to their respective co-workers. And in a complementary fashion, the focal points make the BIS Team aware of any emergency situations (e.g. externally mandated requirement which must be implemented immediately) so that the BIS Team can call upon the necessary resources or, if needed, involve Center Management, to handle the emergency.

5. BIS Team Interfaces

5.1. Internal Interfaces

5.1.1. BIS Customers

The BIS Team's primary customers are the following organizations:

Code A	Acquisition Management Office
Code C	Office of the Chief Financial Officer
Code CF	Financial Management Branch
Code CR	Resources Management Office
Code E	Equal Opportunity Office
Code FM	Facilities Maintenance and Logistics Branch
Code H	Human Resource, Management and Development Office
Code J	Security Office

Each of these organizations has a focal point (see Appendix A, BIS Team Membership) that serves as the liaison between the BIS team and the functional work area.

5.1.2. Center Management

The BIS Team Leader reports directly to the Center Director; the Center Director is kept informed of all critical BIS activities (e.g., Y2K testing).

5.1.3. Functional Managers

The BIS Team Leader works to achieve close cooperation and coordination with functional managers, especially the Chief Financial Officer as the majority of the business systems are in the budget and financial areas.

5.2. External Interfaces

5.2.1. NASA Headquarters

The BIS Team responds to new functional and technical requirements from NASA Headquarters. Each functional representative typically brings the functional requirements to the Team. New technical requirements, predominantly for the legacy Agency-wide systems, typically have their origin in policy changes made at NASA Headquarters.

5.2.2. NACC (NASA ADP Consolidation Center)

The NACC is a service organization that provides computer support to all NASA Centers. It originally consolidated all the IBM mainframes to support business applications in order to reduce duplications and costs. As the central point for all mainframe business applications (with the required support infrastructure, WAN connectivity, etc.), the NACC has been the logical place to locate additional computer equipment intended to support NASA-wide applications.

DFRC also receives personnel support from the NACC in the areas of programming and Data Base Administration (DBA) services. These additional services are provided by the Distributed Information Systems (DIS) contract (see Section 5.2.5, Support Contractors).

The primary methods of interfacing with the NACC are:
DFRC appoints a NACC Project Team Member who is responsible for representing DFRC interests and concerns at the NACC meetings and teleconferences and communicating issues from the NACC to the appropriate DFRC personnel.

The NACC sends representatives to an annual "Face to Face" meeting hosted at DFRC to meet with DFRC management to discuss problems from the past year and issues in the forthcoming year.

The BIS Team Leader and Team Members may make direct contact with NACC personnel for significant or time critical issues.

The formal interface between the NACC and DFRC is defined in an MOU dated February 1, 1996.

5.2.3. NASA Integrated Services Network (NISN)

5.2.4. Sustaining Engineering Support for Agencywide Administrative Systems (SESAAS)

5.2.5. Support Contractors

Contractors providing support uniquely to the BIS Team are described below.

Distributed Information Systems (DIS)

Distributed Information Systems (DIS) provides Information Technology support as a subcontractor to Computer Science Corporation (CSC) under the Marshall Space Flight Center (MFSC) Program Information Support Mission Services (PrISMS) contract. They provide system Engineering, Analysis, Design, Development, Implementation and Operational support through resources located both onsite and remotely from MSFC. DIS also provides liaison services by coordinating with other PrISMS contract entities (such as Dryden) to minimize confusion, increase communication and help ensure the timely delivery of services.

The DIS contractor provides customer service, technical, analytical, and administrative support for BIS and IFMP. This includes, but is not limited to, the following:

- Customer Support – Respond to help requests and coordinates with other support teams (i.e. NACC, DFRC BIS/IFMP Tech Team).
- Technical Support – Software support for mainframe systems located at MSFC, as well as onsite support for mainframe printers located at DFRC.
- Analytical support – Investigate, evaluate and recommend appropriate solutions to current needs and future enhancements.
- Administrative support – Ensure problems and procedures are adequately documented.

Research Facilities and Information Systems Services (RF&ISS)

The RF&ISS provides customer service, technical, analytical/programming, and administrative support for BIS and IFMP. This includes, but is not limited to, the following:

- Customer Support – Respond to help requests and coordinates with other support teams (i.e. MCSG, LAN/WAN, TSC, NACC, and SESAAS).
- Technical Support – Hardware and software support for computer workstations, servers, mainframe systems both locally and offsite.

- Analytical/Programmer support – Investigate, evaluate and recommend appropriate solutions to current needs and future enhancements. Provide programming support for Dryden-specific software applications.
- Administrative support – Ensure problems, property, and procedures are adequately documented. Coordinate with other branches or organizations to ensure adequate communication/interaction in support of the DFRC financial community.

6. Future BIS

The development of a NASA-wide, Integrated Financial System (NAFIS) to replace unique Center systems began in 1988. In February of 1995, the NASA CFO canceled the Project and created the Integrated Financial Management Project (IFMP) with the goals of standardizing and streamlining processes, which could be supported by Commercial Off-the-Shelf (COTS) software. This mandate for change was driven by a number of legislative acts including the CFO Act (1990), Joint Financial Management Implementation Project (JFMIP) requirements, National Performance Review and OMB direction to update and improve financial systems.

The goal of the IFMP is to standardize business processes necessary for an integrated system, provide a common baseline for software selection, accommodate smaller budgets and fewer people, treat system acquisition as an investment, and improve integration of systems and data.

The business processes affected by IFMP are Core Finance, Budget Formulation and Execution, Procurement, Time and Attendance, Travel, Executive Information Systems (EIS) and Asset Management, Grants Management and Personnel Processes. Asset Management includes logistics, store stock, inventory, capital assets, and design, construction, and maintenance of facilities.

As part of the Agency's IFMP, DFRC will be transitioning many of its administrative processes and computer applications from the current systems (run at Marshall Space Flight Center) to systems procured from a single IFMP vendor. This vendor was selected on September 18, 1997 and is KPMG Peat Marwick LLP.

The first phase of the Project involves the following business processes: Acquisition, Core Finance, Budget Formulation and Execution, Travel, Time and Attendance and Executive Information Systems. DFRC is scheduled for production deployment of these new processes and systems on June 1, 2000, with acceptance of the systems scheduled for October 5, 2000.

The second phase of the project involves Asset, Grants Management and Personnel Processes. These new processes and system will be implemented sometime in mid to late FY10.

A comprehensive Agency Project Plan has been written and is available on the Web using the Uniform Resource Locators (URL) (*http://ifmp.nasa.gov*).

Appendix A, BIS Team Membership

Role	Name
BIS Team Leader	Don Black
BIS Team Deputy	Brian Villalva
BIS Technical Team Lead	Lisa Gardner
RF&ISS Technical Team Work Group Lead	Gina Turner
On-site DIS Representative	Paul Erickson
CIO Representative	Stephanie Crutcher
Code FI Representative	Terry Blankenship
CACS Administrator	Brian Villalva

Functional Area	BIS Functional POC	BIS Alternate
Acquisitions	Connie Hines	Melissa Petter
Finance	Jimmy Walker	Ida Ketchum
Logistics	Evelyn Alexander	Debbie Ackeret
Payroll	Wilma Williams	Yolanda Covert
Personnel	Paulette Johnson	Bridgette Washington
Resources	Anthony Moreno	Rosemary Columna
Security	Darlene Homiak	Joe Coram
Training	Jim Jones	Cecilia Cordova

Appendix A, BIS Team Membership (cont.)

BIS Application	Application Focal Point	BIS Alternate
AdminSTAR	Jim Jones	Cecilia Cordova
AFFTC PMR	Rosemary Columna	Aimee Crowley
AMS	Connie Hines	Melissa Petter
ARCNET/COAD	Cindy Cranford	
DARPAS	Anthony Moreno	Rosemary Columna
DARTS	Jimmy Walker	Ida Ketchum
DWIS	Anthony Moreno	Rosemary Columna
ECS	Ida Ketchum	
FACSB	Angela Rhodes	Glenda Almeida
ISIS	Darlene Homiak	Joe Coram
LABOR	Rufus Clark	Jimmy Walker
LaRC MIS (4D Client)	Darlene Freyler	Rosemary Columna
Logistics Web catalogs	Evelyn Alexander	Paul Erickson
MARS Report	Lavonne Bour	Rosalia Toberman
NEMS	Evelyn Alexander	Debbie Ackeret
NPDMS	Evelyn Alexander	Debbie Ackeret
NPPS (Payroll)	Wilma Williams	Yolanda Covert
NPPS (Personnel)	Sandee Evans	Paulette Johnson
NSMS	Evelyn Alexander	Debbie Ackeret
NTDS	Bridgette Washington	Cecilia Cordova
OPAC	Wilma Williams	
Oracle/Brio	Brian Villalva	Lisa Gardner
RDB (Filemaker)	Anthony Moreno	Darlene Freyler
TADS	Yolanda Covert	Wilma Williams
TSO	Brian Villalva	Lisa Gardner
Workforce (Filemaker)	Anthony Moreno	Irma Ruiz
X43 Report	Laura Peters	

DOCUMENT HISTORY LOG

This page is for informational purposes and does not need to be retained with the document.

DATE APPROVED	ISSUE	PAGE	AMENDMENT DETAILS
10/22/99	Baseline		
See IDMS Document Master List	Rev A	All	Added the text for Business Information Systems Management, and Appendix A, BIS team membership.